

HP ENTERPRISE SERVICES - 2011 ANNUAL PROVIDER SURVEY

E-mail to vtadvisorycommunications@HP.com or mail to HPES, Attn: Communications, PO BOX 888, Williston, VT 05495

Provider Name: _____ **Provider Number:** _____

Name and Telephone# of Person Completing This Survey: _____

Provider Services Help Desk/Call Center The Provider Services Help Desk is responsible for telephone/written inquiries, checking claim status, verifying eligibility and researching problem claims.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1. Accessibility of Provider Help Desk telephone lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timeliness of response to written/verbal inquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accuracy & consistency of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Help Desk/Call Center Comments: _____

Provider Relations Field Representatives Provider Representatives meet with providers to resolve billing situations, address provider concerns, and facilitate workshops relevant to Vermont Medicaid billing practices.

1. Accessibility of Provider Representative telephone lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timeliness of response to written/verbal inquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accuracy & consistency of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Provider Relations Field Representatives Comments: _____

Provider Enrollment The Provider Enrollment Unit is responsible for telephone/written inquiries and the certification & re-certification of providers enrolled in Vermont Medicaid.

1. Accessibility of Provider Enrollment telephone lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timeliness of response to written/verbal inquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accuracy & consistency of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Provider Enrollment Comments: _____

Claims Processing The Claims Processing Unit is responsible for receiving/sorting claims, keying data into the system, resolution of claims, distribution of the remittance advice report, issuing of reimbursement checks and the handling of post-payment processing, such as, adjustments and refunds.

1. Timeliness & accuracy of claims processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timeliness & accuracy of claim adjustments & refunds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Claim Processing Comments: _____

Vermont Medicaid Website (www.vtmedicaid.com)

The Vermont Medicaid website enables providers to access the following on-line services & provider resources.

Eligibility Verification Provides automated recipient service limitation and payment information through the Vermont Medicaid website and the Voice Response System (VRS).

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1. Accessibility of eligibility verification telephone lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Accuracy & clarity of information received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Provider Self-Maintenance Allows providers to update demographic & service location information.

1. Functionality (does what it needs to do)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. User-Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Electronic RAs

1. Functionality (does what it needs to do)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. User-Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EDI (Electronic Data Interchange) The EDI unit is responsible for the development of the Provider Electronic Solutions Software (PES), assigning Training Partner IDs, and assisting electronic billers with system & software issues.

1. Accessibility of EDI telephone lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timeliness of response to written/verbal inquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accuracy & clarity of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PES (Provider Electronic Solutions) The PES software is used for electronic claims submission.

1. Functionality (does what it needs to do)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. User-Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supplemental Resources: Forms, Manuals & Banner Page

1. User Friendly/ Accessibility of Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Quality of Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Clarity of information provided in the Medicaid Advisory newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Billing assistance from provider manuals & supplements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Vermont Medicaid Website, On-line Services & Resources Comments: _____
